DII Enterprise Vault Administrators Guide For Technicians

The purpose behind this guide is to give directions to the technical support staff to attempt to solve Enterprise Vault issues prior to calling the DII Service Desk.

Enterprise Vault Logging

Enterprise Vault does create a daily log that maybe helpful if you are having issues with Enterprise Vault. That log is located at **C:\Documents and Settings\[username]\Local Settings\Temp** (for Vista: C:\Users\[username]\AppData\Local\Temp). Each daily file is named **ev_client_log_{date/time stamp].txt**.

Trouble Shooting the EV Install

Issue:
If for some reason you do not feel that the log file has the information in it that you are looking for you can create your own. A client trace can be used to troubleshoot problems with the EV client. To perform a client trace follow the steps below:

Resolution:
1. Open Outlook on the client.
2. Hold the **Ctrl+Shift** keys and click on any of the EV icons on the toolbar (Figure 1) or from the Menu
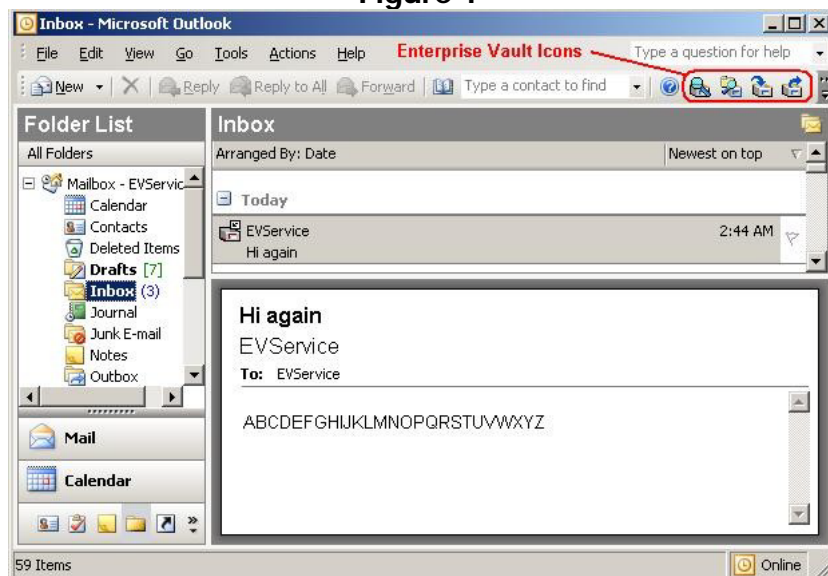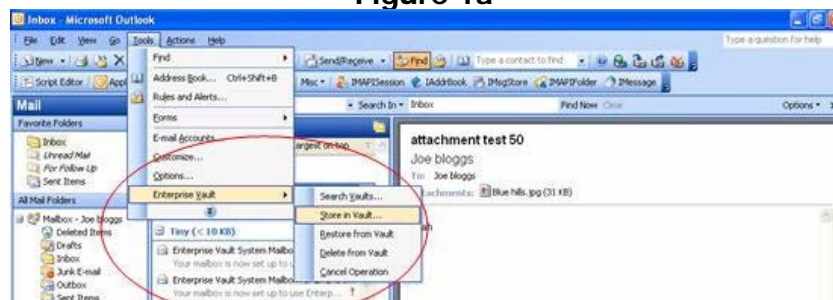
Figure 1

Figure 1a

This will launch the EV Diagnostics window (Figure 2).

1

Figure 2

3. Click the **4 - Maximum tracing** radio button.
4. Click **OK.**
5. Click **OK.**
6. Close Outlook.
7. Reopen Outlook.
8. Repeat the operation that is generating the error.
9. Hold the **Ctrl+Shift** keys and click on any of the EV icons on the toolbar to bring up the EV Diagnostics window.
10. Click the **Open Log** button.
11. Save a copy of the **ev_client_log** file and send it to the Technical Support representative.
12. Close the **ev_client_log.**
13. Reset Level of logging required: to **1 - Errors only.**
14. Click **OK.**
15. Click **OK.**
16. Close Outlook.

Issue:
Enterprise Vault buttons missing in the Outlook Client

Resolution:
1. Close the Outlook Email client that is currently running.
2. Go to C:\Program Files\Enterprise Vault\EVClient.
3. Double click on the file called ResetEVClient.exe
4. Once the window that has the message "Deleting Temporary Internet Files..." closes, you can restart the Outlook Client. The Enterprise Vault buttons should appear.
5. If they do not re-appear after attempting this process then place a Footprints ticket with the DII Service Desk.
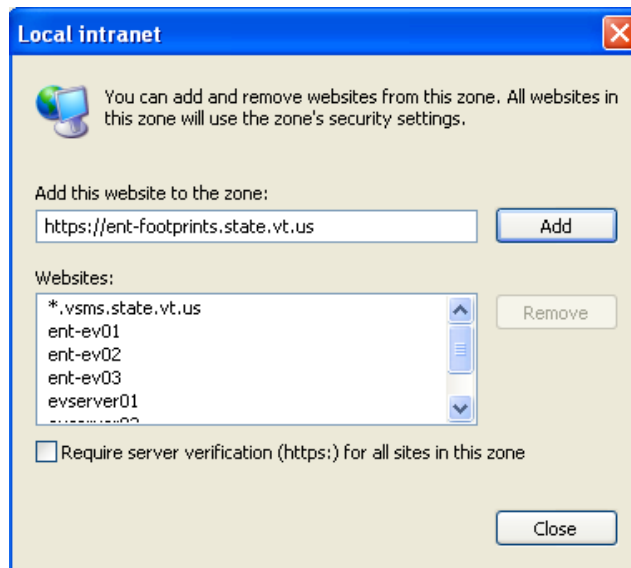
Issue:
When trying to restore emails from the Enterprise Vault you get a logon and password popup window.

Resolution:
1. From Internet Explorer click on Tools/Internet Options/Security.
2. On the Security Tab Click Local Intranet then click the Sites button.

3. On the Sites screen click Advanced. You will see a screen like the one below

4. Notice the sites listed in the Websites scroll box. You should have the *.vsms.state.vt.us and ent-ev01 through 03, along with evserver 01 through 03. If these are not there then it is likely that the install did not complete successfully. Do not add these websites manually to solve this problem.
5. Place a Footprints ticket with the DII Service Desk saying that your install did not go well and describe what you found.

Issue
When attempting to retrieve an email from Enterprise Vault you are asked or a Userid and Password. (This process is well documented in Footprints Ticket #5582)

Resolution
NOTE: this resolution should only be accomplished by a technician who could restore the computer back to its original state if this process fails. Editing the registry can cause serious damage to your computer if it is not done correctly.

To solve this delete the following files:

1. In the C:\Documents and Settings\[username]\Local Settings\Application Data\Microsoft\FORMS (Vista: C:\Users\[username]\AppData\Local\Microsoft\FORMS) delete files and folders, i.e.:
    a. IPM.Note.EnterpriseVault.Shortcut
    b. IPM.Note.EnterpriseVault.Shortcut.RestoreMe
    c. FRMCACHE.DAT
2. WARNING: The next step requires that you edit the registry. Editing the registry and making a mistake can render the computer inoperable. It is wise to export the registry to the C drive prior to making any changes. You also will need to be logged on to the system as an administrator to make these changes.
3. Click Start/Run/Regedit.
4. Remove all registry keys regarding "Symantec Enterprise Vault" – there are a number of them.
5. Remove folder/subdirectory {dbe1fdf3-d384-4556-a4fa-fe9e378b4e40} located in HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Group Policy\AppMgmt\
6. Reboot computer.
7. This process is well documented in Footprints ticket #5582